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London CANADA

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The Corporation of The City of London
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FOR IMMEDIATE RELEASE

Identifying City Staff Who Test Water in Homes

The City of London has received several complaints from concerned citizens advising that they have been approached by individuals stating they are there to test the water. Typically the individuals are selling home water treatment systems. These individuals are not in any way affiliated with the City of London nor are they authorized to conduct water tests on behalf of the City. The Ministry of the Environment forbids individuals to test for lead in drinking water unless they are licensed by the provincial government and are adequately qualified.

The City of London urges residents to exercise caution when approached by individuals seeking to gain access to their home. Residents who have requested water tests to identify lead levels should ask to see a City of London identification card or badge before allowing anyone to enter their home to test water. City of London employees drive white City of London vehicles.

To request that your water be tested, please e-mail lead sampling or call 519 661-4739. Due to very high call volume, wait times for sampling have increased. City staff are working extended hours to respond as quickly as possible. Once sampling is complete the test results require approximately one week to process. Notification to consumers to ensure that they are registered for a water sample will be processed and mailed within the next week.

For additional information on ensuring the safety of London's drinking water please see the City's April 23 media release and FAQs on lead sampling.